



Fact Sheet

Purpose

The awards recognize District government employees who have been consistently diligent in their efforts to provide superior customer service to the constituents of the District of Columbia.

Eligibility

Any full-time employee at any level of the District government is eligible for this award. All nominees must have at least one year of continuous service. Volunteers, temporary and contract employees are not eligible for nomination.

Nominations

Nominations are welcomed from all government employees. A **Customer Service Excellence 2004 Award Nomination Form** must be completed for each nominee and must be approved and signed by the nominator's department or agency head. Nomination forms may be obtained at the following locations: the District's website, <http://dc.gov>, agency Customer Service Business Partners and the Office of Customer Service Operations (John A. Wilson Building, Suite 316).

Nominations should be submitted to Kelly Brown by mail to: John A. Wilson Building, Suite 316, 1350 Pennsylvania Avenue, NW, Washington, D.C. 20004 or by fax at (202) 727-9878, by **September 17, 2004**.

Award Recipient Recognition

Thirty award recipients will be selected annually. Each of the recipients will be recognized at a mayoral press conference kicking off Customer Service Week (October 4-8, 2004).

Selection Criteria

Nominees must not have any record of disciplinary action.

Nominees must have been rated excellent or better in their most recent performance evaluation.

Nominees must have received commendations from two or more constituents within the past year

Nominees must have demonstrated excellence in one or more of the following areas:

- Provides outstanding overall customer service to both internal and external employees
- Consistently displays customer commitment by taking ownership of difficult or complex issues and working through those issues until they are satisfactorily resolved
- Is resourceful in their efforts to go above and beyond the call of duty to enrich interactions with constituents and coworkers
- Maintains an attitude and commitment to internal customers that fosters the development of successful working relationships within and across agencies.

Two specific examples of performance must be included with nomination form to justify nomination.

Selection Process

Winners will be selected based on proven accomplishment of the above selection criteria.

Recipients will be notified by September 2004.

For more information:

Contact Kelly Brown at 727-5687 or visit the District's website at <http://dc.gov>